

HP  
**Brio**  
BUSINESS PCs

 **HEWLETT  
PACKARD**

Expanding Possibilities

# Support Details



<http://www.hp.com/go/desktops>

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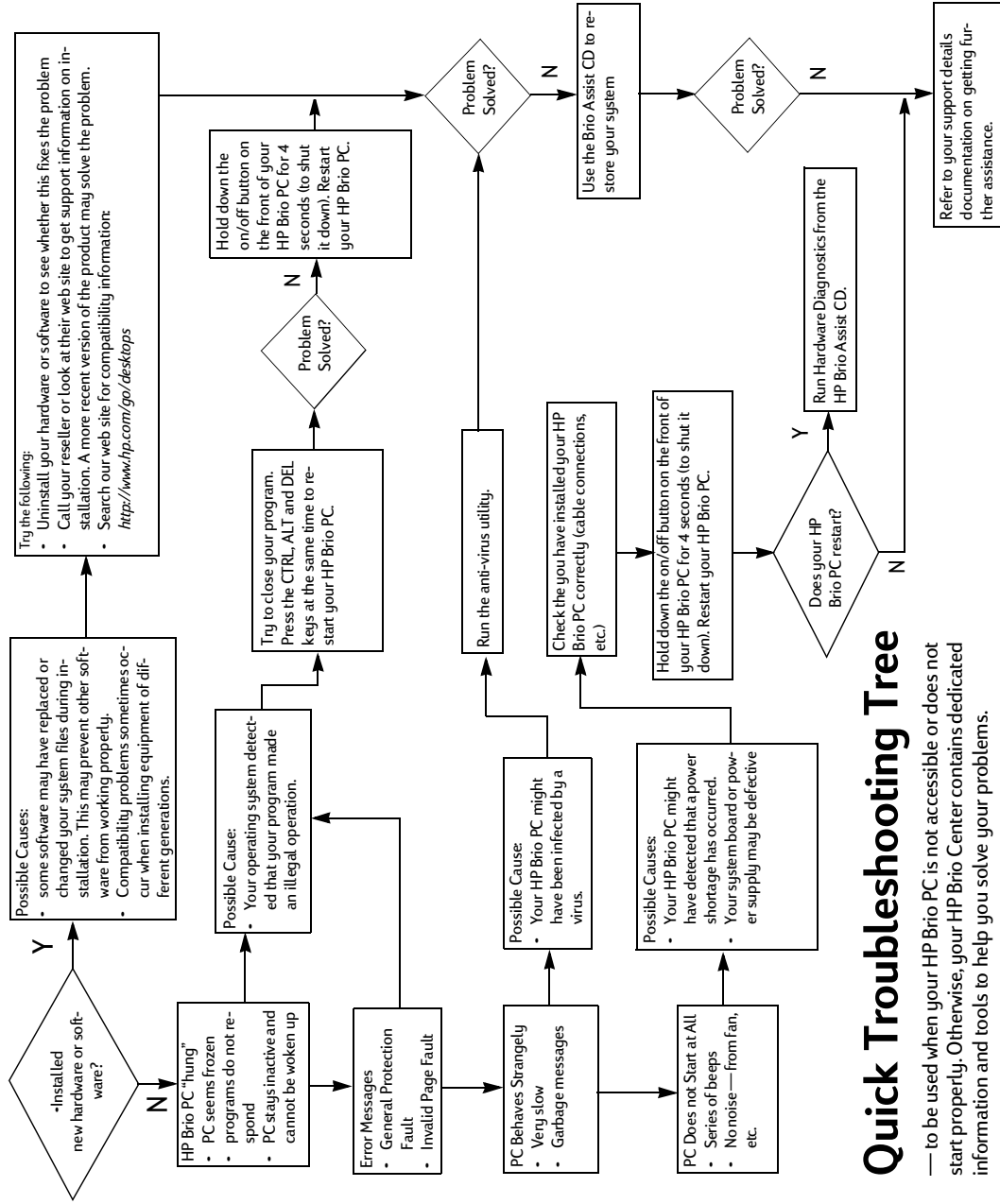
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**Telephone Support .....1**  
Hewlett-Packard Telephone Support..... 2  
    Checking Your Support Entitlement .....3  
    Preparing to Call HP ..... 5  
    Calling your HP Customer Support Center ..... 6

**Using Remote Support Services .....9**  
Using Remote Support Services.....10

**Contacting HP ..... 11**  
HP Marketing Headquarters .....12



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# Telephone Support

# 1

# Hewlett-Packard Telephone Support

## Important

Refer to the chapter “Registering your HP Brio PC” to check whether it is necessary to register before obtaining support.

The following easy steps will take you through the process of obtaining telephone support:

- 1 Checking Your Support Entitlement
- 2 Preparing to Call HP
- 3 Calling your HP Customer Support Center

Please make sure that you follow the steps, as you will not be able to obtain support for your HP Brio PC without having all the relevant information.



## Step 1: Checking Your Support Entitlement

First you must check to see if you are entitled to free support. The following table lists the type of problem and the support terms.

**Table 1: Support Availability**

Type of problem	Free support period	Support Options
Computer and pre-installed hardware	1 year from the date of purchase	None
Hardware other than that pre-installed by HP	not available	Please refer to your reseller.
Installing, <ul style="list-style-type: none"><li>• <i>preloaded software</i></li><li>• <i>Microsoft Windows 98</i></li><li>• <i>Microsoft Windows 95</i></li><li>• <i>Microsoft Windows NT Workstation 4.0</i></li></ul>	30 days from the date of purchase	Per-incident fee-based service available after 30 days.
Using, <ul style="list-style-type: none"><li>• <i>preloaded software</i></li><li>• <i>preloaded operating system</i><sup>1</sup></li><li>• <i>Internet Explorer 4</i></li></ul>	not available	Please refer to your reseller, or specialized software vendor.
Installing and using non-preloaded operating systems, for example Windows 3.11	not available	Please refer to your reseller, or software vendor.
Installing and using software applications other than those preloaded by HP	not available	Please refer to your reseller, or software vendor.
HP Accessories	See the documentation provided with the HP Accessory	None

1. Refers only to operating systems installed by Hewlett-Packard.

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## Telephone Support

### Hewlett-Packard Telephone Support

**Note**

Your modem has been approved for the country where the computer is sold. Importing your modem into another country is subject to specific telecommunications regulations. HP will not support the installation of the modem in any other country than the one originally intended for the modem.

## Step 2: Preparing to Call HP

Check the table in “Step 1: Checking Your Support Entitlement” on page 3 to make sure that you are entitled to HP Telephone Support. Before you call HP Telephone Support, check that you have all the items in “Table 2: Getting ready to call support” on page 5.

**Table 2: Getting ready to call support**

Things that you need	✓
A record of any error messages that were displayed	
A list of devices that you or your reseller have added to your computer	
Serial Number <sup>1</sup>	
Product Number <sup>1</sup>	
Localization Code <sup>1</sup>	
To be in front of your computer	

1. The serial number, product number and localization code can be found on the label located on you HP Brio PC.

## Step 3: Calling your HP Customer Support Center

### Important

You must complete steps 1 and 2 first in order to obtain telephone support for your HP Brio PC.

Once you have completed steps 1 and 2, then you are ready to contact your HP Customer Support Center, which is available during normal office hours. In the USA and Canada, support is available twenty-four hours a day, seven days a week. You can find the support number for your country by referring to “Table 3: Support Telephone Numbers” on page 7.

**Table 3: Support Telephone Numbers**

Country	Telephone Number
Arabic Countries	Refer to local telephone directory
Argentina	Buenos Aires (541) 778 8380
Australia	61 3 8877 8000
Austria	0660 6386
Belgium (Dutch)	02 626 8806
Belgium (French)	02 626 8807
Brazil	Sao Paulo: 011 829 6612 (for software problems), 0800 130999 (for hardware problems)
Canada (Available 24 hours/7 days a week)	208 331 2767
Chile	800 360999
China	+86 10 6564 5959
Colombia	Refer to your local dealer
Czech Republic	(+4202) 61307 310
Denmark	3929 4099
Finland	0203 47 288
France	01 43 62 34 34
Germany	0180 52 58 143
Hong Kong	+852 800 96 7729
Hungary	+36 1 343 0310
India	+91 11 682 6035
Indonesia	62 21 350 3408
Israel	+972 9 9524848
Italy	02 2641 0350
Malaysia	(60 3) 295 2566

Table 3: Support Telephone Numbers

Country	Telephone Number
Mexico	01 800 4726684 or 01 800 4720684
Netherlands	020 606 8701
New Zealand	64 9 356 6640
Norway	22 11 6299
Philippines	+632 867 3551
Poland	0 22 865 9999
Portugal	01 318 00 65
Russia	095 916 98 21
Singapore - Careline	65 272 5300
Spain	902 321 123
Sweden	08 619 2170
Switzerland	0848 80 11 11
Thailand	66 2 661 4000
Turkey	Refer to local telephone directory
U.S.A (Available 24 hours/7 days a week)	208 331 2767
United Kingdom	0171 512 5201
Venezuela Caracas	800 47 888 207 8488
Vietnam	84 8 823 4530
Other European Countries	+44 171 512 5202

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# Using Remote Support Services

# 2

# Using Remote Support Services

If your HP Brio PC is equipped with a modem, you may be able to receive support electronically.

Using this feature, your reseller or a customer support engineer can quickly diagnose and solve problems on your computer by directly accessing it via the telephone line.

Your reseller or customer support engineer will determine if it is necessary to use this software and will advise you on how to help them. They will always ask you for your consent before using this software.

## Remote Support Limitations and Liabilities

### Caution

You are responsible for backing up your files. HP strongly recommend that you do this on a regular basis. In no event will HP or its suppliers be liable for direct, indirect, special, or consequential damages, for incidents which may occur as a result of the Remote Support Service.



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**Contacting HP**

**3**

# HP Marketing Headquarters

If you want to contact HP, check your local telephone directory for your nearest HP Sales and Service Office. If you cannot find a convenient HP office, you can write to one of the Worldwide Marketing Headquarters listed here:

**Table 4:**

<b>ASIA</b> Far East Sales Region Hdqtrs Hewlett-Packard Asia Ltd. 22/F Peregrine Tower Lipp Centre 89 Queensway, Central Hong Kong	<b>LATIN AMERICA</b> Hewlett-Packard Latin Am. Hdqtrs Prolongacion Reforma No. 700 Col. Lomas de Santa Fe 01210 Mexico D.F. Del. Alvaro Obregon Mexico	<b>USA</b> Intercon Operations Hdqtrs Hewlett-Packard Company 3495 Deer Creek Road P.O. Box 10495 Palo Alto, CA 94303-0896 USA
<b>EUROPE</b> European Operations Hdqtrs Hewlett-Packard S.A. 150, route du Nant-d'Avril P.O. Box 1217 Meyrin 2/Geneva Switzerland	<b>MIDDLE EAST / AFRICA</b> Middle East / Central Africa Sales Hdqtrs Hewlett-Packard S.A. Rue de Veyrot 39 CH-1217 Meyrin 1/Geneva Switzerland	<b>CANADA</b> Hewlett-Packard Ltd. 6877 Goreway Drive Mississauga Ontario L4V 1M8 Canada



